

NETWORK MANAGER REPORT



MARCH 2005

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

Alabama's eGovernment initiative made significant progress this month. With our ever-growing project queue, we expect more than ten applications to go live before the end of the summer. We are working hard to meet this development goal, as well as furthering our outreach efforts, increasing adoption of the services already available.

Highlights during the month were:

- The Department of Revenue's Local Government Reporting application has received a 2005 Pioneer award. This is the second Pioneer Award for an Alabama agency and the first award for the Department.
- Version 3.0 of alabama.gov is near completion. Content is being moved into the new Cascading Style Sheet shell. We are on track for implementation in May of this year.
- Changes to the Department of Revenue's Income Tax Extension application are complete. The application is in production and available for 2005 taxpayers.
- The Alabama Board of Registration for Foresters has expressed an interest in online license renewal. Project and Functional Specifications have been developed for approval by the Agency.
- The Secretary of State's office has renewed interest in online services. Secretary Worley has requested a service proposal including a timeline and any associated costs.
- The Alabama Board of Public Accountancy is moving quickly toward online services. Specifications have been drafted for online renewal of public accountants and certified public accountants. The renewal process will begin in August.
- The Alabama State Board of Examiners in Speech-Language Pathology and Audiology are moving forward with online license renewal. The Board presented online renewals to their constituents at their annual meeting.
- In partnership with ISD, we are working to develop an implementation plan for the Ethics Commission, filing Statements of Economic Interest.
- The Agriculture Commission has requested information regarding online services. Following a meeting with Commission staff, we provided a listing of NIC agriculture services that may be of interest to Alabama.
- The Department of Industrial Relations, Workers Compensation Seminar Registration service went live on March 16. Already, 334 registrations have been processed through the system.
- The Homebuilders Licensure Board has requested additional licensing services. They have requested inactive license renewal and expired license renewal. Each of these services is expected in the fourth quarter.

Marketing

We have contacted BayFest for possible sponsorship activities, similar to the Jubilee CityFest. We look forward to their response and another opportunity to reach a significant audience.

The marketing team has begun development of an alabama.gov newsletter. The newsletter will be a quarterly issue, highlighting new services, an alabama.gov featured area, tips and hints for using online services, etc. The first issue is in layout and a content outline, including planning summer vacations online, etc.

As part of the alabama.gov version 3.0 development, Alabama Interactive has begun preliminary work on the marketing materials that will be associated with the newest version of the portal. These materials will be distributed to schools, libraries and state agencies and will cover the many uses and features of the alabama.gov portal.

Development

The Department of Public Health has requested an application to support online premium payments for the Children's Health Insurance Program. This application is currently in the requirements gathering phase.

The Department of Public Safety has requested an investigation into the feasibility of interfacing with their Reinstatement application to provide merchant services capabilities. This project is in the technical requirements gathering phase as we outline some communication procedures.

The Board of Nursing has asked us to look at a new application that would allow Alabama nurses to apply for an Advanced Practice license online. This application is in the technical requirements gathering phase as we design a new extract interface for all of their applications including this one. The extract interface has been designed and is undergoing review by the Board of Nursing and Alabama Interactive. The application would allow for clinical nurse specialists and registered nurse anesthetists to apply for their Alabama license online.

The Department of Conservation and Natural Resources has requested a modification to the Point of Sale licensing system to support the Marine Resources Division. At the request of DCNR, new input screens and application flows are being designed to capture additional information necessary for sale of certain license types. The update to this application also includes a new search module which will enhance the ability of users to search for the license information they need. Currently the search application is undergoing user acceptance testing while additional business requirements are being gathered.

The Board of Social Workers has requested an application to support license renewal. The application presentation layer and middle tier began development in December. The application was completed in January and is currently undergoing agency testing and finalization. Production deployment is expected in April.

The Department of Finance has requested some modifications to the online Motor Pool Vehicle Request application to support specialized accounting practices for larger agencies. This project is currently on hold pending completion of impact analysis by the Department of Finance as additional requirements are defined.

The Department of Industrial Relations has asked if we could create a registration application that would allow their clients to register for seminars online. This application was completed

in January and is currently undergoing agency testing and modification, including the addition of admin and end-user functionalities which were not part of the original application scope. The application was placed into production during the first week of March.

The Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is ready for production and is currently awaiting partner approval.

The State Banking Department has requested modification to their license renewal applications to support one-stop renewals of multiple license types. The development phase of this application was completed in mid December and the application was transitioned to testing. This application completed testing in early January, and will be deployed to production to coincide with next year's renewal season.

The Alabama Department of Environmental Management requested a modification to the Smoke School Registration application to support additional query functionality in the intranet reporting subsystem. These changes were completed and placed into production during the last week of March.

The Department of Insurance requested modifications to the data reporting and export subsystems of their Merchant Services application to support a new service code assigned to multiple producers. These changes were completed and placed into production in mid March.

The Department of Revenue has requested the development of an online service to process Income Tax extensions. The application is in the development phase with agency testing and application design modifications occurring concurrently. The application was placed into production during the last week of March.

The Department of Industrial Relations requested a modification to their Merchant Services application to allow users to enter account numbers manually in the event of communication failures. These changes were completed and placed into production in mid March.

PROJECT REPORT

COMPLETED!

Completed in 2002

Alabama Board of Nursing	<ul style="list-style-type: none">· Renewal of Registered Nursing License· Reactivation of a Nursing License· Reinstatement of a Nursing License
Alabama Department of Public Safety	<ul style="list-style-type: none">· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	<ul style="list-style-type: none">· Renewal of Real Estate Licenses· Broker/Agent Certification
Alabama Secretary of State	<ul style="list-style-type: none">· Merchant Services

Completed in 2003

Alabama State Banking Dept.	<ul style="list-style-type: none">· Renewal of Small-Loan and MiniCode License· Renewal of Pawn Broker License· Renewal of Mortgage License
Alabama State Bar	<ul style="list-style-type: none">· Membership Renewal
Alabama Board of Chiropractic Examiners	<ul style="list-style-type: none">· Renewal of License· Licensee Verification
Alabama Department of Conservation and Natural Resources	<ul style="list-style-type: none">· Online Hunting and Fishing Licenses· Hunting and Fishing Licenses/Point-of-Sale· Probate Court Point of Sale Hunting and Fishing Licenses· Oak Mountain Bow Hunt Registration· Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	<ul style="list-style-type: none">· Alabama State Portal
Alabama Department of Insurance	<ul style="list-style-type: none">· Merchant Services· Merchant Services for Provider Renewals
Alabama Board of Nursing	<ul style="list-style-type: none">· License verification and disciplinary status-Subscriber· Name and Address Change· LPN Renewal
Alabama Real Estate Commission	<ul style="list-style-type: none">· Instructor License Renewal
Alabama Department of Revenue	<ul style="list-style-type: none">· Sales, Use and Lodging Tax Filings· Refund Status for Individual Income Tax
Alabama Secretary of State	<ul style="list-style-type: none">· UCC (Uniform Commercial Code) Filings

Completed in 2004

Alabama Board of Architects	<ul style="list-style-type: none">- License Renewal
State Banking Department	<ul style="list-style-type: none">- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	<ul style="list-style-type: none">- Bartram Canoe Trail Reservations- Becoming an Outdoors Woman Registration- Outdoor Alabama Store- Hunt Outdoor Alabama
Alabama Department of Environmental Management	<ul style="list-style-type: none">- Waste Water Operator License Renewal
Department of Finance	<ul style="list-style-type: none">- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	<ul style="list-style-type: none">- Initial Application Download and payment- License Renewal

Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Agency	Application	Description	Status
Alabama State Board of Chiropractic Examiners	Initial Facility Permit	This service will allow chiropractic offices to apply for a facility permit.	This application is complete and in production.
Alabama Department of Environmental Management	"Smoke School" Registration	This application will allow individuals to sign up for visible emissions training online.	This application is complete and in production.
Alabama Department of Industrial Relations	Workers Compensation CE Registration	This application will allow HR professionals to register for continuing education classes.	This application is complete and in production.
Alabama Department of Revenue	Income Tax Extension Application	This service will allow taxpayers to file a request for income tax extension.	This application is complete and in production.

IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005

Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2005
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IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Marine Resources Point-of-Sale	This application is a redesign of the current Point-of-Sale application for use by the Marine Resources Division.	This application is under development	April 2005
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign	July 2005
Alabama Homebuilders Licensure Board	Renewal of Expired License	This application will allow those with an expired license to renew after the deadline for filing.	This application is in pre-project planning.	December 2005.
Alabama Homebuilders Licensure Board	Renewal of Inactive License	This application will allow those with inactive licenses to renew that status.	This application is in pre-project planning	October 2005
Alabama Board of Registration for Foresters	License Renewal	This application will allow licensed foresters to renew their license online.	This application is in the pre-project planning phase	July 2005
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is in the pre-project planning phase.	August 2005
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is in the pre-project planning phase.	December 2005

Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in the pre-project planning phase.	August 20005
Alabama Board of Public Accountancy	License Renewal	This application will allow licensed CPA's to renew their license online	This application is in the pre-project planning phase	August 2005
Alabama Department of Public Health	Children's Health Insurance Program Payments	This application will allow payment of CHIP premiums by credit card.	This application is in the pre-project planning phase	May 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is in development.	May 2005
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application will allow online payment for license renewal.	This application is in development.	October 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2005
Alabama Real Estate Commission	Transfer and Change of Information	This application allows for the changing or updating of addresses and personal information and transfer of license.	This application is in the pre-project planning phase.	October 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Real Estate Commission	Continuing Education Course Renewal	This service will allow renewal courses for continuing education credit.	This application is in the pre-project planning phase.	June 2005

Alabama State Board of Examiners in Speech-Language Pathology and Audiology	License Renewal	This service will allow for renewal of speech pathologist and audiologists licenses.	This application is in the planning phase.	October 2005
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SERVICE REQUESTS

Service Request #64

Alabama State Board of Examiners in Speech Pathology and Audiology- License Renewal

Alabama Interactive requests and recommends that this service for the Alabama State Board of Examiners in Speech Pathology and Audiology is added to the network as a charge service. The Alabama State Board of Examiners in Speech Pathology and Audiology License Renewal system is at no cost to the Alabama State Board of Examiners in Speech Pathology and Audiology.

Service Request #65

Alabama Homebuilders Licensure Board- Inactive License Renewal

Alabama Interactive requests and recommends that this service for the Alabama Homebuilders Licensure Board is added to the network as a charge service. The Alabama Homebuilders Licensure Board Inactive License Renewal system is at no cost to the Alabama Homebuilders Licensure Board.

Service Request #66

Alabama Homebuilders Licensure Board- Expired License Renewal

Alabama Interactive requests and recommends that this service for the Alabama Homebuilders Licensure Board is added to the network as a charge service. The Alabama Homebuilders Licensure Board Expired License Renewal system is at no cost to the Alabama Homebuilders Licensure Board.

Service Request #67

Alabama Department of Public Safety- Merchant Services

Alabama Interactive requests and recommends that this service for the Alabama Department of Public Safety is added to the network as a charge service. The Alabama Department of Public Safety merchant services system is at no cost to the Alabama Department of Public Safety.

MONTH IN REVIEW

Total March AI Network Transactions:	201,964
Average Successful Request per Day:	6,514
Total March alabama.gov Visitors:	307,430
Total March alabama.gov Page Views:	1,219,00
Total March alabama.gov Chats or Offline Messages from Live Help:	660

OTHER BUSINESS/IN CLOSING

We close the first quarter of 2005 with notable accomplishments, including the production of five new services and the recognition of the eGovernment Institute, Pioneer Award. As with prior years, the development queue has begun to grow in anticipation of the end of the fiscal year and the license renewal season.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis